# Record Tracking V. 2.0 User Manual
# November 1991
# Part I

**Pull List Functions Menu**

# Orientation

### How To Use This Manual

The Record Tracking User Manual is provided in Adobe Acrobat PDF (portable document format) files. The Acrobat Reader is used to view the documents. If you do not have the Acrobat Reader loaded, it is available from the **V*IST*A** Home Page, "Viewers" Directory.

Once you open the file, you may click on the desired entry name in the table of contents on the left side of the screen to go to that entry in the document. You may print any or all pages of the file. Click on the "Print" icon and select the desired pages. Then click "OK".

# Introduction

The prompt availability of patient records is an essential ingredient in the delivery of quality medical care. Lack of access to vital patient history contained in these records may lead to life-threatening situations.

The VA Record Tracking system is a comprehensive software package, written to aid file activities in assuring optimum availability of these records to a broad range of users within and outside the facility. Functions which were previously done manually have been computerized, promoting greater efficiency, uniformity and accuracy. Demographic record information is now available on-line to a broad range of users as well as a variety of reports which have been included to assist management in workload analysis and quality assurance.

The system has been designed so that it may be used in conjunction with bar code technology, further enhancing efficiency and accuracy. The Record Tracking system uses VA FileManager, and integrates with the Radiology and PIMS packages in performance of its functions.

This package was originally designed for use in tracking Medical Administration and/or Radiology records. A great deal of flexibility has been built into the system so that it may be custom-tailored to meet the needs of practically any file activity.

Other related materials to this guide are the Record Tracking Technical Manual and the Record Tracking Monograph. The Record Tracking Technical Manual is mainly directed at the application coordinator and site manager to assist in initialization, parameter definition and maintenance of the system. The Record Tracking Monograph provides a brief synopsis of the Record Tracking system.

# Functional Description

This is a comprehensive software package, providing for all aspects of records control and maintenance. There are six user menus and two site manager/application coordinator menus in support of this goal.

TRANSACTION MENU
REQUEST RECORDS MENU
PULL LIST FUNCTIONS MENU
RECORD INFORMATION MENU
MANAGEMENT REPORTS MENU
INACTIVATE RECORDS MENU

SYSTEM DEFINITION MENU
COMPUTER SITE MANAGER'S MENU

The Transaction Menu is basically dedicated to file room functions. It provides software in support of the following activities:

- Charge-out/Check-in of records
- Creation of new records/volumes
- Inactivation/Reactivation and deletion of records
- Printing of barcode labels (on a one-by-one basis)
- Transfer of records to other facilities
- Recharging records to other borrowers
- Flagging a record as "missing". This fires off a MailMan message to a specified mail group advising that the record is missing so users may search their areas for the record.
- Setting a "loose filing" indicator for a specified record. This causes a message to be displayed to any user who selects the record for transaction, advising that loose filing exists.

The Request Records Menu supports requisitioning activities for individual records. Requests may be entered for records needed at future date/times as well as immediately. Entry of these requests causes a request notice to be printed in the file room (or wherever specified through System Definition). File room personnel use the appropriate option to either fill the request, thereby charging the record out to the requestor, or deem the request as unfillable. This menu interfaces with the Scheduling module of the MAS package and Pull List Functions Menu. All record requests appearing on pull lists (entered either through the Scheduling module or the Pull List Functions Menu) may be accessed through this menu. When pending, past or present requests exist for a record, a message will be displayed if the record is selected for transaction.

The Pull List Functions Menu also supports record requisitioning activities; however, it provides the capability for an individual borrower to request multiple records at a time, thus creating a pull list. It interfaces with the Scheduling module automatically creating pull lists for scheduled clinics. These pull lists are printed on a regular basis, file room personnel fill the requests, and the records are supplied to the appropriate area.

The Record Information Menu provides five record reports which may be displayed for specified patients. These reports are useful in the location and retrieval of records and also provide informational tools for performance of other maintenance and control activities. One report provides a listing of past locations of a particular patient's records as well as the patient's past scheduled appointments and episodes of inpatient care. Another gives a chronological listing of past movements of a patient's record(s) (i.e. charge-out, check-in, transfer, etc.). The other three reports provide an on-line profile of what records exist for a patient and their current location.

The Management Reports Menu provides ten reports which are useful in analyzing workload and identifying record control problems. Management may immediately identify records charged out of the home file room, records charged out for inpatients, records for which loose filing exists, overdue records, pending requests, records charged to a specific borrower and pending requests for a specific borrower. A report is also provided which may be used to evaluate response times for record requests.

The purpose of the Inactivate Records Menu is to perform record retirement tasks. Many options on this menu are similar or identical to options on other menus; however, their purpose here is specific to record retirement.

The System Definition and Computer Site Manager's Menus are provided for initialization and maintenance of the package and for defining site-specific parameters.

The functions within this system interact with one another affording greater control over records. For example, when a record is being checked into the file room the system will display a bulletin if pending requests exist for the record, if it has been flagged as "missing", if loose filing exists, if the patient is currently an inpatient, or if it is being checked into a home file room other than its own. The user may elect to perform any necessary functions related to these bulletins without leaving the option he is working in.

# Package Management/Implementation Guide

**Package Management**
There are no legal requirements associated with this package.

**Implementation Guide**
The Record Tracking module has been designed so that it can be used in various applications. There are many parameters associated with this package that can be set according to each site's specific needs. The System Definition Menu and the Computer Site Manager's Menu are used to set these parameters. Files associated with the Record Tracking package which may be affected by these parameters include the REASONS file (#195.6) , the RECORD TRACKING SYSTEM PARAMETERS file (#195.4), the RECORD MOVEMENT TYPES file (#195.3), the RECORD TYPES file (#195.2), the RECORD TRACKING APPLICATION file (#195.1), the LABEL FORMAT file (#194.4), and the BORROWERS/FILE AREAS file (#195.9). The task of setting these parameters is generally performed at the time of initialization of the package, but the parameters can be changed at virtually any time after they have been set. For more information , please refer to the System Definition and Computer Site Manager's Menus.

Three standard barcode labels are included in the Record Tracking package (record, request, and borrower). Under **NO** circumstances should the existing standard label formats be edited.

The site has the ability to create its own barcode label formats through the Label Functions Menu of the System Definition Menu. It is possible to change the format of site-created labels; however, it is strongly recommended that existing label formats be left as they are. If the site finds it necessary to change a site-created label format, a new label format should be created to incorporate the change(s).

# Transaction Menu

The Transaction Menu is the focal point of the Record Tracking package. Generally, it is dedicated to file room activities although select options may be given to other users on an as- needed basis. It supports the following functions.

- Charge-Out/Check-In of records from/to their home location (file room)
- Creation of new records/volumes and printing of barcode labels
- Inactivation/Reactivation and deletion of records
- Transfer of record to/from other facilities
- Recharging records from one borrower to another
- Changing the home location and/or retirement status of a record
- Setting of a LOOSE FILING INDICATOR to generate a message upon check-in of a record that loose filing exists for that record
- Flagging and removing a record as "missing" thereby generating a MailMan message to a specified mail group advising the record is missing.

The functions on this menu are integrated with one another as well as with others in the system, thereby permitting them to be performed within other options. For example, if a record flagged as missing were selected for check-in to a file room, the user would be prompted through the process of removing the missing flag without leaving the check-in option. (This would occur in accordance with the site parameters set forth.)

Below is a descriptive listing of the options on this menu.

CHARGE-OUT RECORDS - Used to record the borrowing of records from their home location by in-house users. Records the borrower of the record along with the date/time charged out.

CHECK-IN RECORDS - Used to record the return of borrowed records to their home location. Enters the home location as the borrower of the record along with the date/time of check-in.

CREATE A LABEL/RECORD/VOLUME - Used to create initial or additional records/volumes for a patient and print bar code labels for new or existing records.

PATIENT CHARGE-OUT - Used to record a patient as the borrower of their own record. Records the patient as the borrower as well as the date/time of charge-out.

UPDATE RECORD'S ATTRIBUTES - Used to enter changes to a record's home location and retirement status or to set a LOOSE FILING INDICATOR thus generating a message upon check-in of the record advising that loose filing exists.

DELETE A RECORD - Used to delete a record and all associated requests, movements, etc. from the Record Tracking system.

FLAG RECORD AS MISSING - Used for records identified as lost; such records may be flagged as missing thereby generating a mail message to a MailMan group (as defined through site parameters). Missing flags may also be removed through this option.

INACTIVATE/REACTIVATE RECORDS - Used to render a record unavailable/available for transaction within the Record Tracking system. Does not delete all associated information, merely prevents the record from being selected for transaction.

MOVE REQUESTS TO LAST VOLUME - Used when an additional volume of a patient's record has been created to move all requests from the last volume to the new one; i. e. Volume #2 of a patient's medical record has just been created - this option would be used to move all requests for Volume #1 to Volume #2.

MULTIPLE NEW VOLUME CREATION - Allows creation of multiple additional volumes to an already existing record set. May be used after system initialization to create additional multiple volumes not created by the process.

NEW VOLUME CREATION - Allows creation of individual additional volumes to an already existing record set.

RE-CHARGE RECORDS - Used to record the transfer of charged out records from one in-house borrower to another.

TRANSFER RECORDS MENU

CREATE RECORD/VOLUME FOR TRANSFERRED RECORD - Used to create new records or additional volumes for records transferred from other VA facilities.

REQUEST A TRANSFER FROM ANOTHER INSTITUTION - Used to generate a Request for Transfer of Veterans Records (Form 70-7216a). This form is used to request patient records from other VA facilities.

RETURN TRANSFERRED RECORD - Used when a record which was transferred out to another VA medical center is returned to your facility. This option transfers back and reactivates a returned record.

TRANSFER RECORD TO ANOTHER INSTITUTION - Used to transfer records to other VA facilities. You may generate a Notice of Transfer of Veterans Record (Form 70-7216a) through this option.

**Transaction Menu**
**Charge-Out Records**

This option is used to record necessary information when records are borrowed from their home file room by in-house users. Borrower information is displayed each time the associated Record Inquiry is accessed through the Record Tracking system. This option is intended primarily for charging records from a file room; however, it may also be used to recharge records when they are transferred to another borrower.

Use of the option is very straight-forward; a borrower is selected, record(s) are entered for chargeout, the system records the chargeout(s), either immediately or by queuing a background job, and the routine is complete. At the conclusion of a session, you may enter another borrower or exit the option. Borrowers and records may be entered via bar code label reader, keyboard entry, or a combination of both. Most often, you will probably use the bar code label reader as this is the fastest method.

Messages are displayed when the patient selected is an inpatient, there are pending requests for the record, the record has been flagged as missing, a loose filing indicator has been set for the record, the selected record is unavailable for transaction, the borrower is not an active borrower, etc. You may then be prompted to perform the necessary task associated with the record, patient or borrower. Through this option, records may also be automatically created when the patient name selected has no records in the Record Tracking system. These will be created according to site specifications.

Much of what occurs in this option depends upon your site's individual specifications made through the system definition. Security access may be a factor when dealing with missing records. Please refer to the Flag a Record as Missing option of this chapter for further detail.

## Transaction Menu
## Check-in Records

The Check-in Records option is used to record the return of borrowed records to their home file room. The system records the record being returned as well as the date/time of return. The associated Short Record Inquiry will then reflect the home file room as the current borrower each time it is accessed through the Record Tracking system.

Records may be entered for check-in either by wanding the bar code label or entering the patient's name using standard conventions. The bar code reader is the fastest method and it is recommended you use it whenever possible, especially when checking in multiple records.

In order to maintain optimum control over records, the option has been designed to account for a variety of factors specific to the record selected. Messages may be displayed when the loose filing indicator has been set for a record, the patient is an inpatient, a missing flag has been set, pending requests exist, etc. You may be prompted to perform the necessary task associated with the record. Through this option records may be automatically created when no records exist within the Record Tracking system for the patient entered. These records will be created in accordance with your site's specifications.

This option is not locked; however, the MAS/RAD FR STAFF KEY may be a factor depending upon your site's specifications. A site definable feature allows file rooms to be secured. Only holders of the MAS/RAD FR STAFF KEY may enter such file rooms as borrowers of records.

## Transaction Menu
## Create a Label/Record/Volume

The Create a Label/Record/Volume option is used to print bar code labels and/or create new records or additional volumes for specified patients. You may use it to create records and associated bar code labels for patients new to the system or to create additional records/volumes and associated bar code labels for patients already in the system. You may also use it to print bar code labels for existing records. This option is not intended for initialization purposes, as it works on a patient-by-patient basis. The Computer Site Manager's Initialization Menu is provided for that purpose.

Only patients already in your database may be entered. For all patients, records will be created according to site parameters defined for the application (MAS/Radiology) you are working with.

For new patients, records will be created according to your site's specifications for initial record creation. For example, if you are creating a medical record for a new patient in MAS, and your site has defined administrative records "linked" with medical records through the Type of Record Set-up option in the System Definition Menu, the system would also automatically create an administrative record. This would apply only to patients not already in the system.

For patients already in the system, you may specify one record/volume at a time and will be given the opportunity to transfer pending requests for the record type being created to the newest volume.

For each record/volume created, the system will assign a record identifier number, prompt for home location and current borrower/file room, and print a bar code label.

**Transaction Menu**
**Patient Charge Out**

The Patient Charge-Out option is used to record a patient as the borrower of his/her own record(s). You may wish to use this option for patients carrying their x-rays to an outside physician. The system records the patient as the borrower of the record along with the date/time of charge-out, entering this information into the patient's movement history. This information is displayed each time the associated record inquiry or Short Record Inquiry is accessed through the system. You will also be given the opportunity to enter a comment pertaining to the charge-out if you wish. This comment will be displayed each time the patient's Short Record Inquiry is accessed through the system until such time as the record is checked back in.

The option provides for several other occurrences such as removal of missing flags and creation of records for patients not having any records in the system.

**Transaction Menu**
**Update Record's Attributes**

The Update Record's Attributes option is used to make changes to the following specific record data: loose filing indicator, home location and retirement status. Each of these fields will already have a default value which has been assigned by the system (unless changes have previously been made). The first field will be the loose filing indicator which will have a default of NO. Its purpose is to inform users that loose filing (such as laboratory reports, progress notes, correspondence, etc.) exists for a specific record. When this field is set to YES, a message is displayed advising loose filing exists whenever the record is selected for check-in to its home location. It should be set back to NO after the loose filing has been entered into the record.

The home location is assigned to a record when it is created. The location assigned will be in accordance with site specifications. This may be changed through this option; however, the new home location entered must be set up through site specifications to handle the record type you are working with and also tied in with the application you are working with.

When records are created by the system, they are automatically assigned a retirement status of OK TO RETIRE. The REASON NOT TO RETIRE field is used to make changes to this status. This retirement status will be reflected on the Record Inquiry which should always be checked prior to retiring a record.

**Transaction Menu**
**Delete a Record**

The Delete a Record option is used to delete a record from the system. It is intended for use in those cases where a record was created erroneously or perhaps a multi-volume set is consolidated.

The system only allows deletion of most recent volumes of a record set; i.e., you will not be able to delete Volume 2 of a 6 volume set. Record entry may be made either by wanding of the bar code label or entry of the patient's name. Prior to deleting the record, you will be given the opportunity to move requests to the next lower volume number of the record type being deleted. When a record is deleted, all associated requests for the record, missing record log entries and movement history log entries are also deleted. A MailMan message will be generated advising the record has been deleted. This message goes to the same mail group that receives messages on missing or found records.

**Transaction Menu**
**Flag Record as Missing**

The Flag Record as Missing option is used to assist in locating records which have been deemed lost within a facility. Missing flags may be placed on (or removed from) such records through this option. When such a flag is placed on a record, a MailMan message is generated to a group of users specified through your site parameters. This message advises the record is missing, giving patient name, record type and volume number. Users may then search their work area for the missing record. The associated Record Inquiry will reflect the record as missing. Records which have been flagged as missing may not be processed through other options until the flag is removed.

In order to enter this option, you must hold the RT MAS/RAD-FR-SUPERVISOR key. Removal of a missing flag may be done through other options within the system and the action will vary depending upon site parameters. Site parameters for removal of a flag may be set in one of two ways; any user may remove a missing flag from a record when it is accessed through other options or only the holder of the RT MAS/RAD-FR-SUPERVISOR key may remove such a flag. This parameter is set for all record types within an application; therefore, the action may differ between record types within the same application.

When the parameter is set such that any user may remove a flag and a missing record is selected for processing, the user will be prompted through the process of removing the flag. The record will then be deemed "found pending supervisor approval". The supervisor (or designee) will review the finding and approve/disapprove the removal of the missing flag using this option. When a missing record is selected for which only a holder of the RT MAS/RAD-FR-SUPERVISOR key may remove the flag, a message will be displayed to the user advising that the record is missing, and no further processing will be allowed. The appropriate holder of the RT MAS/RAD-FR-SUPERVISOR key will receive a MailMan message advising that an attempt was made to process the record. The holder of the RT MAS/RAD-FR-SUPERVISOR key may then review the attempt and remove the flag using this option.

## Transaction Menu
## Flag Record as Missing

This is an example of the MailMan message which is generated when a record is flagged as missing. It is sent to all members of whatever mail group is specified to receive such messages through your RECORD TRACKING site parameters.

```
SUBJ:  AN ADMINISTRATIVE RECORD has been flagged as MISSING   03 DEC 87 12:08
9 Lines
From:  TWO,TEST (ALBANY ISC) in 'IN' basket.
------------------------------------------------------------------------------

The following record has been flagged as missing:
              Name                : RTPATIENT, ONE
              Type of Record      : ADMINISTRATIVE RECORD
              Volume              : 1

If you find this record please call MEDICAL ADMINISTRATION or respond
to this message.

Thank you.
```

This is an example of the MailMan bulletin which is generated when a missing flag is removed from a record by a user other than one holding the FR SUPERVISOR KEY. This message is the same when a holder of the FR SUPERVISOR KEY approves the removal of a missing flag by another user, except the "STATUS of missing record" will be FOUND instead of FOUND/SUPERVISOR APPROVAL PENDING.

```
Subj: Missing ADMINISTRATIVE RECORD has been FOUND    08 Dec 87  10:16 12
Lines
From: TWO,TEST (ALBANY ISC) in 'IN' basket.
--------------------------------------------------------------------------
The MEDICAL RECORD (V1) for RTPATIENT,ONE (666456789) was found.

The following is information concerning the finding of the record:
      -WHO entered the record as found  : TWO,TEST
      -BORROWER who had missing record  : CORRESPONDENCE UNIT
      -PHONE #/Physical LOCATION        : 234/22B
      -WHEN was the record found        : DEC  8,  1987  10:15
      -STATUS of missing record         : FOUND/SUPERVISOR APPROVAL PENDING
      -MOVEMENT attempted when found    : CHECK-IN

For more information use the 'Record Inquiry' option of the 'Record
Information' menu.
```

**Transaction Menu**
**Inactivate/Reactivate Records**

The Inactivate/Reactivate Records option is used to render a record unavailable/available for transaction within the Record Tracking system. It may be used when records are retired, or perhaps in those instances when it is necessary for a borrower to retain a record for an extended period of time (i.e., for research purposes). Such a record will not appear on the Overdue Records List.

Inactivation of a record makes it unavailable to other users to request, charge-out, check-in, re-charge, etc. It will, however, appear on the Record Inquiry option of the Record Information Menu as inactive.

Records may be inactivated as well as reactivated through this option. If you choose to inactivate the record, you will be prompted for a borrower to which the record should be inactivated. Your entry at this prompt may be a borrower who will be retaining the record for an extended period or your file room.

If you are retiring the record and wish to transfer it to the appropriate Record Processing Center, use the Transfer Records option of the Transaction Menu.

When a record is reactivated, it is automatically charged to the location associated with the user performing the reactivation; usually, its home file room.

Following selection of movement type and borrower (if applicable), you will be prompted to select the record. The system will only allow you to select a record appropriate to the movement type selected. In other words, you will not be permitted to inactivate an already inactive record. If record selection is made by entering the patient's name, only those records appropriate to the movement type selected will be displayed on the patient's Short Record Inquiry.

Multiple records may be entered during a session. Dependent upon the number entered and your site's parameters, they will either be inactivated/re-activated upon exiting the option or queued for action later.

**Transaction Menu**
**Move Requests to Last Volume**

This option is used to transfer all pending requests to the most recent volume when an additional volume has been added to a patient's record set.

You will be prompted for the desired record. Only active records may be selected; then, only the last volume of a multiple volume set may be selected for the patient entered. You will then be asked if you wish to transfer all pending record requests to that volume.

**Transaction Menu**
**Multiple New Volume Creation**

The Multiple New Volume Creation option allows creation of multiple additional volumes to an already existing record set and transfer of pending requests to the latest volume created. For the most part, this option is intended for use in conjunction with your initialization process to create additional volumes for those patients having more than one volume of a record type. The initialization process only creates one volume of the record type(s) specified in the site parameters. This option allows you to create up to six additional volumes of a record type.

You may only create additional volumes of record types for which the patient already has Volume #1. Should you wish to create Volume #1 of a record type, you should use the Create a Label/Record/ Volume option of the Transaction Menu.

The home location and current borrower/file room will be prompted for each record created. Defaults, as defined through your site parameters, will be displayed for these fields. Following this, the system automatically assigns a record identifier number and prints a corresponding bar code label on the default device defined through your site parameters. You will then be prompted to transfer pending requests for the record type created to the latest volume.

**Transaction Menu**
**New Volume Creation**

The New Volume Creation option is used to create individual additional volumes to a patient's already existing record set. You may wish to use it when the file room creates an additional folder for a patient or perhaps in conjunction with the system initialization process to create an additional volume not created during initialization. The Record Tracking initialization process only creates one volume of each record type specified through site parameters. If it is necessary to create initial records for a new patient or multiple additional volumes, the following options on the Transaction Menu should be used: Create a Label/Record/Volume or Multiple New Volume Creation.

The system will only accept record types for which the patient already has Volume #1. The home location and current borrower/file room will then be prompted with your site's specified defaults displayed for acceptance. Record Tracking will automatically assign a Record Tracking identifier number and print a bar code label for the record created. You may transfer pending record requests for that record type to the last volume created.

**Transaction Menu**
**Re-Charge Records**

The Re-Charge Records option is used to record transfer of those records charged from the file room from one borrower to another. It is for use with in-house borrowers only. Transfer of records to other institutions should be entered through the Transfer Records option. The system records the new borrower, location/phone and date/time of re-charge. This information is displayed each time the associated record inquiry is accessed through the Record Tracking system.

Upon exiting the option, the records will either be re-charged immediately or queued for re-charge depending upon site parameters and the number of records entered during the session.

Missing flags may be removed thru this option and records may be created for patients already in your database but having no records in the Record Tracking system. These will be created in accordance with site specifications for initial creation of records.

**Transaction Menu**
**Transfer Records Menu**
**Create Record/Volume for transferred Record**

The Create Record/Volume for transferred Record option is used to create new records or additional volumes for records received from another VA facility. You may use it to create records and associated bar code labels for patients new to the system or to create additional records/volumes and associated bar code labels for patients already in the system.

New records will be created according to your site's specifications for initial record creation. For example, if you are creating a new medical record for a patient in MAS and your site has defined administrative records "linked" with medical records through the Type of Record Set-up option in the System Definition Menu, the system would also automatically create an administrative record. This would apply only to records not already in the system.

For records already in the system, you may transfer pending requests for the record type being created to the newest volume.

For each record/volume created, the system will assign a record identifier number and a movement type of TRANSFER CREATE, prompt for a content descriptor (optional free text field 2-20 characters in length used to further describe the record), home location, and current borrower/file room.

**Transaction Menu**
**Transfer Records Menu**
**Request a Transfer from another Institution**

The Request a Transfer from another Institution option allows you to generate Form 70-7216a, "Request for and/or Notice of Transfer of Veterans Records". This form may be used to request patient records from a remote site. A remote site is any VA facility with which you exchange records.

You will be prompted to fill in only record information. Routing, remote mail group, and request notice printer information is defined by your site manager through the File Room/Remote Set-up option.

Once generated, the form is sent to the mail group and/or request printer at the remote site. A copy is also received by the requester via a MailMan bulletin.

**Transaction Menu**
**Transfer Records Menu**
**Request a Transfer from another Institution**

**Supplement**
The following is a list of data fields from the Request for Transfer of Veterans Records form with a brief description. Only fields that require user input are shown.

**1a Station Name**
Name of station you wish to request records from. You may send the request to multiple sites; therefore, this prompt will repeat (1b, 1c, etc.) until a <RET> is entered. Corresponding routing information is entered automatically from the File Room/Remote Set-up option in the Computer Site Manager's Menu.

**NAME (Last,First,Middle)**
Name of patient for which you are requesting records. Claim number, SSN (5a) and service number (6) are entered automatically.

**TYPE OF TRANSFER**
Choose Temporary (default) or Permanent.

**TRANSFER CLAIMS FOLDER**
YES/NO (default)

**OTHER FOLDER TRANSFER**
Enter the corresponding number(s) of the record types you wish to transfer.

**REASON FOR TRANSFER OR REMARKS**
Any remarks you wish to accompany the request. You are allowed two lines of free text.

**ADJUDICATION ACTION PENDING**
YES/NO (default)

**DATE**
Date of request. You may select a past date. NOW is the default.

**CHECK WHEN COPY 2 IS SENT TO TELECOM [ ] UNIT**
YES/NO

**Transaction Menu**
**Transfer Records Menu**
**Return Transferred Record**

The Return Transferred Record option is used when a record which was transferred out to another VA medical center is returned to your facility. This option transfers back and reactivates a returned record in the Record Tracking system.

If you answered YES to the "Do you want to use the file room's default devices? No//" prompt upon entering the Record Tracking system and a default device is defined through your site's parameters, any bar code labels you choose to print will be printed to that device. Otherwise when you choose to print a bar code label, you will be prompted for a device.

**Transaction Menu**
**Transfer Records Menu**
**Transfer Record to another Institution**

The Transfer Record to another Institution option is used to record the transfer of records to other VA facilities. You are allowed to enter a past date of transfer in order to update your records.

Once you have selected the institution you are transferring the records to, you are prompted to select the record(s) to be transferred. This prompt will repeat to allow you to transfer multiple records to the selected institution. At subsequent appearances of the "Select Record" prompt, you may enter a <?> for a list of records selected for transfer during this session. Any of the records displayed may be deleted by entering a minus sign <-> before the record number (-1342) at this prompt.

You also may generate a Notice of Transfer of Veterans Record (Form 70-7216a) through this option. **This form will not be generated if you enter a past date of transfer.** The 70-7216a is sent to members of the mail group and/or request printer at the remote site defined by your site manager through the File Room/Remote Set-up option. A copy is also received by the user performing the transfer function.

When completing the Notice of Transfer form, you will be prompted to enter the type of transfer, other folder type(s) you wish transferred, reason for transfer/remarks and the date of transfer. The station you are transferring the records to and the patient information is entered automatically by the system from your responses to previous prompts. Routing, remote mail group, and request notice printer information is defined by your site manager through the File Room/Remote Set-up option.

# Request Records Menu

The Request Records Menu provides the software necessary for individual users of the system to request records from their file room. Through this menu, records may be requested and requests may be filled, cancelled, edited, designated as "Not Fillable", displayed and printed.

Requests for records may be entered for a current or future date. Requests entered for current date will be printed on the default request printer specified for the record's home location (file room). Requests entered for future times may be accessed by printing of the Pending Request List option of the Management Reports Menu.

The Request Records Menu interfaces with the Pull List Functions Menu. Each entry on a pull list is also considered an individual request and may be accessed as such through this menu.

The following is a descriptive listing of the options contained in this menu.

CANCEL A REQUEST - Allows requests which have previously been entered to be cancelled from the system. Users must hold the RT MAS/RAD-FR-SUPERVISOR key in order to cancel requests.

DESIGNATE REQUESTS AS 'NOT FILLABLE' - Used by file room personnel when they are unable to fill a request for a record, such as when the requested record is unavailable.

DISPLAY REQUEST - Used to display a request for a record on the screen.

EDIT A REQUEST - Used to edit the data in a previously entered record request.

FILL A REQUEST - Used by file room personnel to charge-out (fill) a requested record to the requestor.

REPRINT A REQUEST NOTICE - Used to reprint a record request label.

REQUEST A RECORD - Used to enter a request for a record into the system. The four statuses associated with requested records are as follow.

CHARGED - Requested record has been charged to the requestor.
CANCELLED - Record request has been cancelled.
REQUESTED - Record request is still pending.
NOT FILLABLE - Not possible to fill the request; i.e., the record is unavailable.

**Request Records Menu**
**Cancel a Request**

The Cancel a Request option is used to cancel a request for a patient's record. The user may cancel a single request, multiple requests or a range of requests for the same record. The request may be selected by patient name, request number or by wanding the request bar code label. If the request is selected by patient name, the system displays the Patient Profile and Short Record Inquiry. This inquiry is a list of the requestable records for that patient in that application. After the desired record is selected, a request profile will be displayed for that record. This includes the current location of the record, the home file room of the record, recent pending requests, etc. If the request to be cancelled is selected by request number or by wanding the request bar code label, an abbreviated display will appear providing data specific to that request only.

Holders of the RT MAS/RAD-FR-SUPERVISOR security key may cancel requests made by other users in their application. Users not holding this security key may only cancel their own requests.

When a request is cancelled, a cancellation bulletin can be sent to a mail group, the file room request printer or both. This is defined through the Application Set-Up (Site Mgr) option.

## Request Records Menu
## Designate Requests As 'Not Fillable'

The Designate Requests as 'Not Fillable' option is used by file room personnel to specify requests for patients' records as not fillable. Conversely, requests with a status of NOT FILLABLE may be changed to REQUESTED through this option. A request may not be fillable due to the record being charged to another borrower, record missing, etc.

Requests designated as NOT FILLABLE will still appear on the Pending Request List, the Requests Pending for Borrowers List and will also still appear as a pending request under Request a Record option.

When request selection is made by entering a patient's name, the system displays the Patient Profile and Short Record Inquiry. This inquiry is a list of the patient's requestable records in that application. If a record has been inactivated or transferred out, it will not appear in the inquiry. After the record is selected, a request profile will be displayed for that record listing the requests which may be chosen. The user may designate a single request, multiple requests or a range of requests for each patient selected.

If the request is selected by entering the request number or by wanding the request bar code label, only the data associated with that particular request will be displayed.

**Request Records Menu**
**Display Request**

The Display Request option is used to display the data associated with a particular request for a patient's record. The option has only one prompt, "Select Request". The user may enter the patient's name, the date of the request to be displayed, a backarrow (') plus request number or may wand the request bar code label.

If the request is selected by entering the patient's name and the patient has more than one record which has a pending request, the system will display a list of those records providing the following information: record type, patient's social security number and date of birth, record location, phone and room number. After the correct record is chosen, all the pending requests for that record will be displayed. Upon selecting the desired request, the data associated with that request will be displayed. This may include such information as patient name, date/time requested, user requesting record, date/ time record needed, requestor, request status, date/ time current status, user responsible for status, date request last printed, etc.

If the record selected has only one pending request or if the request is selected by any of the other available methods, the system will ask for confirmation that this is the desired request and then display the data associated with that request.

Following is a brief explanation of some of the data items which may appear in the request display:

| | |
|---|---|
| Requestor | borrower |
| User Requesting Record | person actually making keyboard entry |
| Request Status | Requested, not yet filled<br>Charged, request filled<br>Not Fillable<br>Cancelled |
| Pull List | name and date of pull list where this request appears |
| Parent Request | request being displayed is in conjunction with another request (parent) in accordance with site parameters |

## Request Records Menu
## Edit a Request

The Edit a Request option is used to edit data associated with a request for a patient's record. Only the date/time needed and requestor may be edited.

When request selection is made by entering a patient's name, the system displays the Patient Profile and Short Record Inquiry. This inquiry is a list of the patient's requestable records in that application. If a record has been inactivated or transferred out, it will not appear in the inquiry. After the record is selected, a request profile will be displayed for that record listing the requests which may be edited. Requests from pull lists and requests which have been printed may not be edited. The user may edit a single request, multiple requests or a range of requests for each patient selected.

If the request is selected by entering the request number, only the data associated with that particular request will be displayed.

Users with the RT MAS/RAD-FR-SUPERVISOR security key may edit requests made by other users within their application. Users not holding this security key will only be able edit their own requests.

**Request Records Menu**
**Fill a Request**

The Fill a Request option is used by file room personnel to fill a request for a patient's record(s). The request may be selected by patient name, request number or by wanding the request bar code label.

When request selection is made by entering a patient's name, the system displays the Patient Profile and Short Record Inquiry. This inquiry is a list of the patient's requestable records in that application. If a record has been inactivated or transferred out, it will not appear in the inquiry. After the record is selected, a request profile will be displayed for that record listing the requests which may be filled. The user may fill a single request, multiple requests or a range of requests for each patient selected.

If the request is selected by entering the request number or by wanding the request bar code label, only the data associated with that particular request will be displayed and the request will be added to the list to be processed.

Deletion of a selected request is possible by entering a minus sign (-) and the request number at the appropriate prompt.

## Request Records Menu
## Reprint a Request Notice

The Reprint a Request Notice option is used when it is necessary to reprint a request for a patient's record(s). The request may be selected by patient name, request number, or by wanding the request bar code label.

When request selection is made by entering a patient's name, the system displays the Patient Profile and Short Record Inquiry. This inquiry is a list of the patient's requestable records in that application. If a record has been inactivated or transferred out, it will not appear in the inquiry. After the record is selected, a request profile will be displayed for that record listing the requests which may be reprinted. The user may reprint a single request, multiple requests or a range of requests for each patient selected.

If the request is selected by entering the request number or by wanding the request bar code label, only the data associated with that particular request will be displayed.

**Request Records Menu**
**Request a Record**

The Request A Record option is used to enter a request for a patient's record. The user may request a single record, multiple records or a range of records for a patient. He/she may request the record for the current time or a date/time in the future. The person/location borrowing the record must be in the BORROWER file.

Dependent on how the site parameter is set at your facility, the current borrower of a record may enter a request for that record for a future date. This may be done by wanding the record's bar code label or by keyboard entry. Use of the bar code label reader is the fastest and most accurate method of request.

When record selection is made by entering a patient's name, the system displays the Patient Profile and Short Record Inquiry. This inquiry is a list of the requestable records for that patient in that application. If a record type has been defined as unrequestable through your site parameters, it will not be displayed in the Short Record Inquiry. If the record requested has been inactivated or transferred out to another facility, it will not be displayed in the inquiry. Wanding the bar code label of an unrequestable record will result in the message, "No match found" being displayed. After the record(s) is selected, a request profile will be displayed for each record. This includes the current location of the record, the home file room of the record, recent pending requests, etc. A sequential request number is automatically assigned by the system for each record requested.

# Pull List Functions Menu

The Pull List Functions Menu supports requisitioning of multiple records needed for the same date/time by the same borrower.  Such a requisition is known as a pull list.

Within the Record Tracking system there are two types of pull lists; Ad Hoc Pull Lists and Clinic Pull Lists.  Ad Hoc Pull Lists may be created through the Pull List Functions Menu on an as-needed basis.  These may be used in both the Medical Administration application and the Radiology application.  A variety of areas within your facility will probably want to use the Ad Hoc Pull Lists - Correspondence Unit, Research Service, Medical Information Section, etc.

Clinic Pull Lists are created automatically by the system as appointments are made through the Scheduling module.  This occurs in accordance with your site parameters, which are usually set by the Application Coordinator and Site Manager.  Assuming all these parameters have been set, the system will create these pull lists as appointments are scheduled to clinics.  A separate pull list will be created for each clinic for each day it meets, listing appropriate record requests for the patients scheduled.  When appointments are cancelled, the system also removes the corresponding requests from the pull list and, if rescheduled, places them on the new pull list.  Each record listed on a pull list has a corresponding request which may be accessed through the Request Records Menu.  The records requested will be in accordance with the specifications set forth for that clinic.  One clinic may request all volumes of each patient's medical records, while another may only request the latest volume.  Some clinics may request administrative records as well as medical records.  Clinics may even request radiology records via these pull lists, if so defined.  For instance, an Orthopedic Clinic may wish to routinely request radiology records for each patient seen.  In this case, the system would create two pull lists; one for Medical Administration and one for Radiology.  The Medical Administration Pull List would be known as the "parent".  The specifications will vary from clinic to clinic.

It is necessary to print these pull lists through the Print Pull List(s) option on this menu.  Your site may wish to print these lists on a daily basis, several days in advance of clinic meetings.

There are three statuses related to pull lists.

REQUESTED - This status indicates the records on the pull list have been requested, but not yet charged out. Also known as "pending".

CHARGED - This status indicates the pull list has been charged to the borrower for whom they were requested.

CANCELLED - This status indicates it is no longer necessary for the file room to pull the records on the pull list; it has been cancelled or deleted.

The following is a descriptive listing of the options contained in this menu.

CREATE A PULL LIST - Used to create ad hoc pull lists; those not associated with scheduled clinic appointments.

ADD REQUESTS TO PULL LIST - Used to enter additional requests to an already established pull list with a status of REQUESTED.

CHARGE OUT PULL LIST RECORDS - Used to charge out records on a pull list all at once. Records may first be specified as not fillable, then the remaining ones are charged to the specified borrower. All clinic lists for a given date may be done at once.

PULL LIST DATE CHANGE - Allows change of requesting date/time to an already established pull list.

ENTIRE PULL LIST CANCELLATION - Allows deletion of an entire pull list with a status of REQUESTED.

CANCEL REQUEST FROM PULL LIST - Used to remove individual record requests from an already established pull list with a status of REQUESTED.

DESIGNATE REQUESTS AS 'NOT FILLABLE' - Used to change status of individual requests on an already established pull list from/to REQUESTED or NOT FILLABLE.

EDIT PULL LIST COMMENT - Used to enter/edit comment on an already established pull list.

PRINT PULL LIST(S) - Used to print clinic and ad hoc pull lists.

SPECIAL MULTI-INSTITUTION PRINTS - Used by multi-divisional facilities to obtain a list of records which need to be moved between divisions for clinic purposes.

ENTIRE PULL LIST CANCELLATION (ALL DATES) - Used to cancel pull lists associated with a clinic which has been deactivated. This option will cancel all pull lists for a specified clinic.

## Pull List Functions Menu
## Create a Pull List

The Create a Pull List option is used to create ad hoc pull lists (those other than automatically created by the system for scheduled clinics). This is useful for areas in your facility which request multiple patient records routinely, such as Medical Information, Correspondence, Fee Basis, etc.

The system will automatically assign a pull list number which you may edit if you wish.

This option may be used several ways. You may restrict the record type and volumes to be requested. When this is done, all you need do is enter each patient's name. The system will automatically extract the appropriate record for each patient entering it onto the pull list. For example, this may be done should you wish to request only the latest volume of each patient's medical record. When used in this manner, the process runs fairly quickly since patient short record inquiries will not be displayed. Pull lists may also be set up such that different record types and/or volumes may be entered. The process may not be as quick, since short record inquiries will be displayed upon entry of patient names; however, this is useful when it is necessary to request a variety of record types and/or volumes within the same pull list.

Entry of records and borrowers may be made either via keyboard or wanding of bar code labels. When record types and volumes are restricted, the system only accepts wanding of applicable record labels. As with all other options, the system checks the availability of records wanded and the borrower status of all borrowers.

If the date/time needed is the current date, a separate request for each record will immediately print on the appropriate printer; otherwise, it is necessary to print your pull list at an appropriate later date/time.

**Pull List Functions Menu**
**Add Requests to Pull List**

The Add Requests to Pull List option is used to enter additional record requests to an established pull list. Additions can only be made to pull lists with a status of REQUESTED. Record selection can be made by patient name, record number or by wanding the appropriate record bar code label.

The site's system definition (for clinic pull lists) or pull list specifications (for ad hoc pull lists) determine if certain prompts will appear in this option. If a particular record has been defined with the selected borrower, that record type will be automatically selected to be added to the pull list when the patient's name is entered.

The option allows for deletion of requests; however, only requests entered during the current session can be deleted and only before these requests are filed. You may view a list of the records requested during the current session, view a list of the requests previously made for this pull list or both. Information provided on the previous requests include request number, patient name, last four digits of patient's social security number, record type/volume and request status. The option also provides the capability to cancel all the requests which have been added in the current session.

**Pull List Functions Menu**
**Charge Out Pull List Records**

The Charge Out Pull List Records option is used to charge out patient records from a pull list. After allowing for designation of any requests as NOT FILLABLE, the remainder of the requests on the pull list may be charged out all at once. You may charge out a single clinic pull list or multiple clinic lists for the same date. Ad hoc pull lists can only be charged out individually. This option may also be used to change the status of requests from NOT FILLABLE to REQUESTED.

Records may also be charged out to a holding area. This allows file room personnel to pull records for a clinic 2 or 3 days before the clinic actually meets. These charts may be held in the file room, or elsewhere, until the day of the clinic. While being held, they would be considered "charged to a holding area". While charged to a holding area, the clinic pull list status, as well as the status of each individual request, remain REQUESTED and are not changed to CHARGED. To charge the records to the requestor, the charge out process would have to be repeated.

If you choose to charge out all clinic records for a particular date, the system will display a message advising you to print an update listing before charging out the records. This is to assure that all add on requests have been pulled.

**Pull List Functions Menu**
**Pull List Date Change**

This option is used to change the date for which pull list records are requested. It may be used for both ad hoc pull lists as well as clinic pull lists. Since new pull lists are automatically created by the system when clinics are rescheduled, it will most likely be used for ad hoc pull lists. The pull list must have a status of REQUESTED.

The original date of these pull lists will then be shown in brackets on the left each time the pull list is called up.

**Pull List Functions Menu**
**Entire Pull List Cancellation**

As its name implies, this option is used to cancel entire pull lists. Associated pull lists are automatically cancelled by the system when a clinic is cancelled, hence this option applies mostly to ad hoc pull lists. Pull lists cancelled must have a status of REQUESTED and be for a future date.

You will be prompted for the name, number or date of the pull list to be cancelled, then for confirmation. A message will be displayed advising that the pull list has been cancelled at the conclusion of the session.

**Pull List Functions Menu**
**Cancel Request from Pull List**

The Cancel Request from Pull List option is used to cancel a request for a patient's record from a pull list. Requests may only be cancelled from pull lists for a future date having a status of REQUESTED or NOT FILLABLE. The request may be selected by patient name, request number or by wanding the request bar code label. If the request is selected by patient name, the system displays the Patient Profile and Short Record Inquiry. This inquiry is a list of the requestable records for that patient in that application. After the desired record is selected, a request profile will be displayed for that record. This includes the current location of the record, the home file room of the record, recent pending requests, etc. If the request to be cancelled is selected by request number or by wanding the request bar code label, an abbreviated display will appear providing data specific to that request only.

A question mark <?> entered at the "Select Request" prompt will display all the requests previously made for the selected pull list. Information provided in this display includes request number, patient name and last four digits of social security number, record type/volume and request status.

**Pull List Functions Menu**
**Designate Requests as ‘Not Fillable’**

The Designate Requests as 'Not Fillable' option is used by file room personnel to specify requests for patients' records as not fillable. Conversely, requests with a status of NOT FILLABLE may be changed to REQUESTED through this option. A request may not be fillable due to the record being charged to another borrower, record missing, etc.

Requests designated as not fillable will still appear on the Pending Request List, the Requests Pending for Borrowers List and will also still appear as a pending request under Request a Record option.

When request selection is made by entering a patient's name, the system displays the Patient Profile and Short Record Inquiry. This inquiry is a list of the patient's requestable records in that application. If a record has been inactivated or transferred out, it will not appear in the inquiry. After the record is selected, a request profile will be displayed for that record listing the requests which may be chosen. The user may designate a single request, multiple requests or a range of requests for each patient selected.

If the request is selected by entering the request number or by wanding the request bar code label, only the data associated with that particular request will be displayed.

## Pull List Functions Menu
## Edit Pull List Comment

The Edit Pull List Comment option is used to add or edit comments to pull lists. Comments to an ad hoc pull list can be added when the pull list is created through the Create a Pull List option. Comments to a clinic pull list (which is created through the Scheduling module) can only be added here. The comments of both pull lists may be edited through this option.

Only pull lists with a status of REQUESTED for today's date or a date in the future may be selected when utilizing this option. The pull list may be selected by pull list name, pull list number or date records needed.

**Pull List Functions Menu**
**Print Pull List(s)**

The Print Pull List(s) option is used to print clinic and ad hoc pull lists. Clinic pull lists are automatically created through the Scheduling module when clinic appointments are made. The clinic must be initialized through the Borrower Initialization and Borrower Set-up options in Record Tracking before the appointments are made in order to create a clinic pull list. Ad hoc pull lists are created through the Create a Pull List option in Record Tracking. Any pull list, other than one automatically created through Scheduling, would be considered an ad hoc pull list. A pull list number is automatically assigned to every pull list created.

Pull lists may be sorted in one of the following ways: terminal digit; clinic name, terminal digit; clinic name, appointment time; home location, terminal digit; or home location, clinic, terminal digit. If more than one clinic is to be printed and sorted by terminal digit, there will be no separation of appointments by clinic. Appointments for all the clinics involved will be listed together by terminal digit. Ad hoc pull lists can only be printed individually by terminal digit.

Pull lists may be printed to include all appointments, a short non-fillable list, a detailed non-fillable list or to include only updates to the list. Updates are requests that were added after the entire pull list was last printed. The detailed non-fillable printout is the same as the Tracking Data Trace Report obtained by using the Combination Data Trace option of the Record Information Menu. This traces the movements of a patient's records back to a particular date. The date used depends on how the Record Set-up site parameter, "# of Previous Movements to Retain", is set at your facility. If you chose to sort by clinic name - appointment type, you can only print to include all appointments or a short non-fillable list.

The pull list status (REQUESTED, CHARGED, CANCELLED) will only appear on clinic pull lists that are sorted by other than terminal digit. The status of a pull list may be REQUESTED even though the status of each request on that list is CHARGED. This may occur if the requests were filled through the Fill a Request option of the Request Records Menu. The status of the pull list will not change from REQUESTED to CHARGED or CANCELLED until the Charge Out Pull List Records or Entire Pull List Cancellation options are utilized.

Record borrowers may wish to use this option to view charged out pull lists to determine which requests were not fillable.

## Pull List Functions Menu
## Special Multi-Institution Prints

The Special Multi-Institution Prints option is used at multi-divisional sites to obtain a list of records which need to be moved between divisions for clinic purposes. The user may choose to print only a list of the records to be sent to the other division, only a list of the records to be received at the user's division or both lists. After the requested date is selected, the system will search the clinic pull lists for that date for any applicable records. These clinic pull lists will be listed on the screen along with the pull list status of each.

The records listed on the output will be sorted by terminal digit (SSN). Information provided includes patient name, record type, request number and status of request, requestor and time record needed, the current location of the record and other requests for that record.

**Pull List Functions Menu**
**Entire Pull List Cancellation (all dates)**

The Entire Pull List Cancellation (all dates) option is used to cancel all the pull lists for a clinic. Pull lists must have a status of REQUESTED and be for a future date. This option could be utilized if a site wanted to permanently cancel a particular clinic. After the clinic has been selected and you are certain you want to delete all the pull lists, the system will display a message informing you of how many pull lists were cancelled for that clinic.